

Support page

What is new – Athlon Car Plaza

October 31, 2024

Introduction

The new support page makes it possible for you as a car traders to directly communicate with the remarketing departments of Athlon. One can access the page after a successful log-in.

The page provides an overview of the raised support tickets and the status of each ticket.

A new ticket can be created from this page by clicking the “New ticket” button.

The screenshot displays the Athlon CarPlaza Support page. The browser address bar shows 'Athlon CarPlaza | Support'. The page header includes the Athlon CarPlaza logo and navigation links: Home, Auctions, How it works, About us, What is new, and Contact. The main content area features a dark blue 'Support' header and a breadcrumb trail: Home > My account > Support. On the left, a sidebar lists menu items: Account Info, Manage auctions, Assigned bids, Request finance, Download historical bids, and Support (highlighted in green). A yellow callout box with the text 'New page' points to the 'Support' link. The main content area contains a 'New ticket >' button and a table of support tickets. The table has columns for Number, Date, Subject, Country, Type, Status, and Date last message. One ticket is listed with Number 100003, Date 10/18/2024, Subject 'Hoe zit het met de Sales F...', Country (Netherlands flag), Type 'Question', Status 'Completed', and Date last message 10/18/2024. The footer includes the Athlon logo, the slogan 'getting you there', and links for www.athloncarplaza.com, Disclaimer, Privacy Statement, and Cookies.

Create a new ticket

All the fields of the “New ticket” form need to be selected or entered.

Four types of tickets are available, please choose the one most appropriate.

Select the “Country” you expect to react on your ticket.

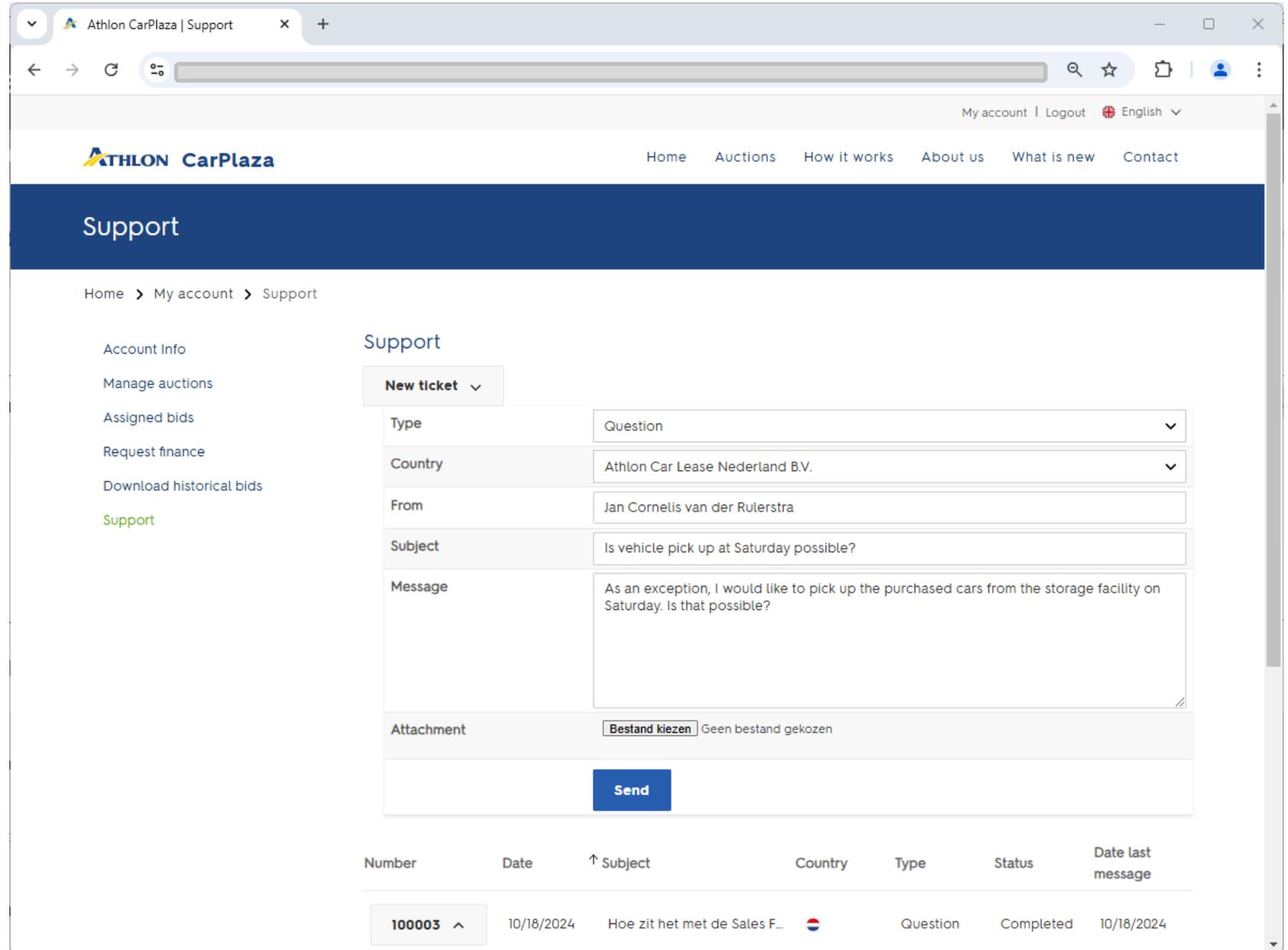
The contact person name is default in the “From” field, but you are allowed to change the name.

The “Subject” should be a clear, short and briefly explaining your ticket.

The “Message” should be as clear as possible to make Athlon able to respond correctly.

It is possible to add an “Attachment” to your ticket, like a document or screenshot.

With the button “Send” you provide your information to Athlon.



The screenshot shows the Athlon CarPlaza Support page. The browser address bar shows 'Athlon CarPlaza | Support'. The page header includes 'ATHLON CarPlaza' and navigation links: Home, Auctions, How it works, About us, What is new, Contact. The user is logged in as 'My account' with a 'Logout' button and 'English' language selection.

The main content area is titled 'Support' and includes a breadcrumb trail: Home > My account > Support. A sidebar on the left lists navigation options: Account info, Manage auctions, Assigned bids, Request finance, Download historical bids, and Support (highlighted in green).

The 'Support' form is titled 'New ticket' and contains the following fields:

- Type: Question
- Country: Athlon Car Lease Nederland B.V.
- From: Jan Cornelis van der Rulerstra
- Subject: Is vehicle pick up at Saturday possible?
- Message: As an exception, I would like to pick up the purchased cars from the storage facility on Saturday. Is that possible?
- Attachment: Bestand kiezen (Geen bestand gekozen)

A blue 'Send' button is located at the bottom of the form.

Below the form is a table listing tickets:

Number	Date	Subject	Country	Type	Status	Date last message
100003	10/18/2024	Hoe zit het met de Sales F...		Question	Completed	10/18/2024

Review your ticket and add a comment

After sending the ticket your ticket list is updated.

By clicking on the ticket number box, you can review the details.

And add a comment to the ticket.

The screenshot shows the Athlon CarPlaza Support page. The browser address bar displays "Athlon CarPlaza | Support". The page header includes the Athlon CarPlaza logo and navigation links: Home, Auctions, How it works, About us, What is new, and Contact. The user is logged in, with "My account | Logout | English" visible in the top right.

The main content area is titled "Support" and includes a breadcrumb trail: Home > My account > Support. A sidebar on the left lists account-related actions: Account info, Manage auctions, Assigned bids, Request finance, and Download historical bids. A "Support" link is also present.

The main content area features a "New ticket" button and a table of support tickets. The table has columns for Number, Date, Subject, Country, Type, Status, and Date last message.

Number	Date	Subject	Country	Type	Status	Date last message
100006	10/31/2024	Is vehicle pick up at Saturd...		Question	New	10/31/2024
100003	10/18/2024	Hoe zit het met de Sales F...		Question	Completed	10/18/2024

Below the table, the details for ticket 100006 are shown:

- Subject: Is vehicle pick up at Saturday possible?
- Country: Athlon Car Lease Nederland B.V.

A comment form is displayed below the details, with the following fields:

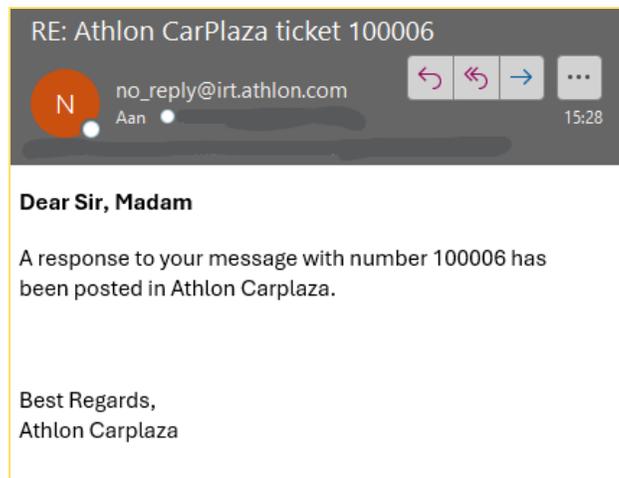
- From: Jan Cornelis van der Rulerstra
- Message: It's only for upcoming Saturday.
- Attachment: Bestand kiezen | Geen bestand gekozen
- Send button

Below the comment form, the details for ticket 100003 are shown:

- From: Jan Cornelis van der Rulerstra
- Date: 10/31/2024, 02:57 PM
- Message: As an exception, I would like to pick up the purchased cars from the storage facility on Saturday. Is that possible?

Check the response to your support ticket

You will be informed by email once a response has been done to your ticket.



Athlon CarPlaza | Support

My account | Logout | English

ATHLON CarPlaza

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Support

Home > My account > Support

- Account info
- Manage auctions
- Assigned bids
- Request finance
- Download historical bids
- Support

Support

New ticket >

Number	Date	Subject	Country	Type	Status	Date last message
100006	10/31/2024	Is vehicle pick up at Saturd...		Question	In progress	10/31/2024

Subject: Is vehicle pick up at Saturday possible?

Country: Athlon Car Lease Nederland B.V.

Type a comment >

From: Cees van Ruler
Date: 10/31/2024, 03:27 PM
Message: Dear Jan Cornelis, We are happy to support you and we will be available for the delivery of your cars upcoming Saturday. With kind regards, Athlon Remarketing Cees

From: Jan Cornelis van der Rulerstra
Date: 10/31/2024, 03:15 PM
Message: It's only for upcoming Saturday.

Annotations:

- The response from Athlon (points to the first message)
- Status is changed (points to the 'In progress' status)

With the button “Type a comment” you can provide a reply to Athlon. Here is also the possibility to add an attachment.

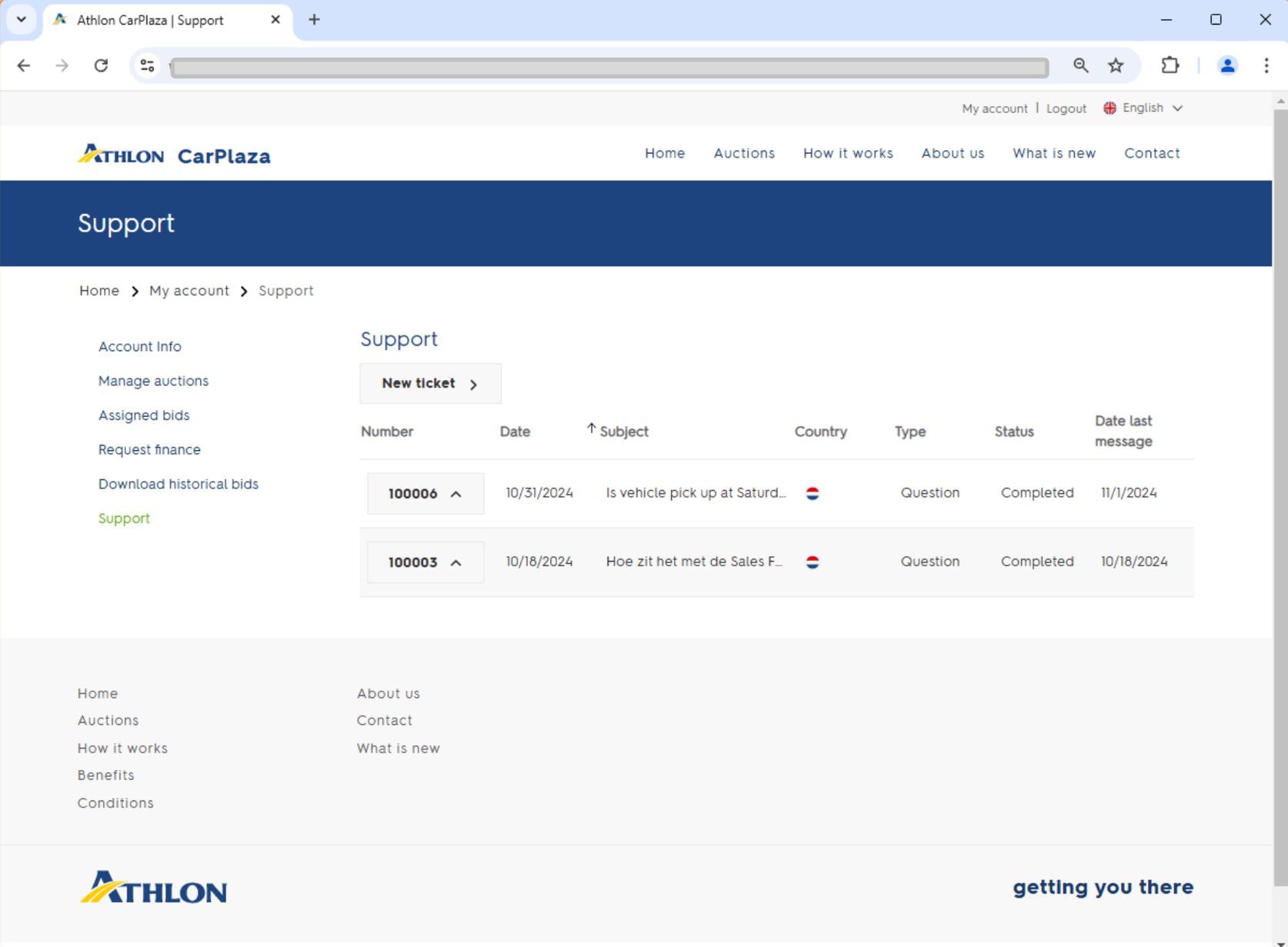
The screenshot shows a web browser window with the URL 'Athlon CarPlaza | Support'. The page features a navigation menu with 'Home', 'Auctions', 'How it works', 'About us', 'What is new', and 'Contact'. A dark blue header contains the word 'Support'. Below this, a breadcrumb trail reads 'Home > My account > Support'. A left sidebar lists account-related options: 'Account Info', 'Manage auctions', 'Assigned bids', 'Request finance', 'Download historical bids', and 'Support' (highlighted in green). The main content area is titled 'Support' and includes a 'New ticket >' button. A table lists support tickets with columns for Number, Date, Subject, Country, Type, Status, and Date last message. One ticket is visible with ID 100006, dated 10/31/2024, subject 'Is vehicle pick up at Saturd...', country 'Netherlands', type 'Question', and status 'In progress'. Below the table, a 'Type a comment >' button is present. The comment form includes a 'From' field with 'Jan Cornelis van der Rulerstra', a 'Message' text area containing 'Dear Athlon, thank you for the service provided, see you upcoming Saturday. I think around 10:00. Best Regards, Jan C.', and an 'Attachment' section with a 'Bestand kiezen' button and the text 'Geen bestand gekozen'. A blue 'Send' button is at the bottom of the form.

Number	Date	Subject	Country	Type	Status	Date last message
100006	10/31/2024	Is vehicle pick up at Saturd...		Question	In progress	10/31/2024

Status "Completed"

The end status of a support ticket is "Completed". Still, you have the possibility to react on the ticket.

After your reaction, the status becomes "New".



The screenshot shows the Athlon CarPlaza Support page. The page header includes the Athlon CarPlaza logo and navigation links: Home, Auctions, How it works, About us, What is new, and Contact. The main heading is "Support". Below the heading, there is a breadcrumb trail: Home > My account > Support. A sidebar on the left contains links for Account Info, Manage auctions, Assigned bids, Request finance, Download historical bids, and Support. The main content area features a "New ticket" button and a table of support tickets. The table has columns for Number, Date, Subject, Country, Type, Status, and Date last message. Two tickets are listed, both with a status of "Completed".

Number	Date	Subject	Country	Type	Status	Date last message
100006	10/31/2024	Is vehicle pick up at Saturd...		Question	Completed	11/1/2024
100003	10/18/2024	Hoe zit het met de Sales F...		Question	Completed	10/18/2024

The footer of the page includes the Athlon logo and the slogan "getting you there".